

Recommended Steps To Help Protect Your Information

You or someone you have designated as your legal representative may request a credit report and/or place a fraud alert with credit bureaus. This action will help you monitor your current accounts and ensure that no new accounts in your name have been established without your knowledge. Federal law now allows consumers one free credit report a year from each of the three national credit bureaus: Equifax, Experian and Trans Union. You have the option of requesting the credit reports all at once or requesting them individually, at different times throughout the year.

California residents can order a free credit report through the following toll-free phone number or Web site: <http://www.annualcreditreport.com>

Credit Bureaus

	Experian	Trans Union	Equifax
Phone	888-397-3742	800-680-7289	800-525-6285
TDD	800-972-0322	877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9532 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O. Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com

The credit bureaus ask for your Social Security number and other information in order to identify you and avoid sending your credit report to the wrong person. It is okay to give this information to the credit bureau that you call. If you contact the credit bureau, you will receive a letter from each bureau confirming the fraud alert and telling you how to order a free copy of your credit report. Follow the instructions in the letters to receive your free reports. And look for personal information, such as home address and social security number that are not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

If you do find out that your information has been misused, or that an account has been falsely created using your identity, you should contact Detective Eric Tscharanyan at 213-240-8080 at the Health Authority Law Enforcement Task Force and your personal bank and credit card agencies. You should obtain a copy of the police report. You may need to give copies of the police report to

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creditors to clear up your records. Even if you do not find any signs of fraud on the reports, we recommend that you check the credit report every three months for the next year. Call one of the numbers above to order reports and keep the fraud alert in place.

California law also allows you to place a security “freeze” on your credit file. There is no cost with a police report filed for a victim of identity theft. Otherwise the cost is \$10.00 for the credit freeze with each credit reporting agency. The freeze may be lifted to obtain credit with a specific creditor while the freeze remains in place. Unlike the fraud alert that expires after 90 days, the credit freeze remains in place until you request that it be removed.

The following agencies can provide additional information about identity theft:

- Federal Trade Commission (<http://www.consumer.ftc.gov/>)
- Identity Theft Victim Checklist (<http://www.privacy.ca.gov/cover/identitytheft.htm>)

We are committed to preserving the privacy of patient information and we sincerely apologize for the inconvenience and concern this incident may have caused you. Your information privacy is very important to us and we will continue to do everything we can to investigate this situation and as needed, reinforce our operational protections for you and others.